AASISH RIMAL

IT Support | Technical Support | IT Operations

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SUMMARY

Technology professional with a Bachelor of Information Management (BIM) degree from Tribhuvan University and hands-on experience in IT operations, enterprise support, ERP systems, database technologies, and digital infrastructure. Experienced in troubleshooting business-critical systems, coordinating technical operations, maintaining operational records, and supporting technology-enabled services. Practical exposure to Microsoft SQL Server, SSMS, Zenople ERP, Form.io, and Telerik, with an understanding of how technology systems support business processes and operational efficiency. Seeking to apply technology knowledge, analytical thinking, research skills, and business process understanding to technology-focused investment research and business evaluation.

PROFESSIONAL EXPERIENCE

IT OFFICER, Siddhalek Rural Municipality, Dhading, Nepal

8th October 2025- Present

- Provide day-to-day IT support to municipal departments, ward offices, and staff, addressing hardware, software, application, and connectivity issues.
- Troubleshoot Windows desktops, laptops, printers, scanners, network devices, internet connectivity, LAN/WAN, and Wi-Fi problems.
- Assess technical issues, prioritize support requirements, and coordinate with relevant technical teams or service providers for complex incidents.
- Maintain IT asset inventories, technical documentation, maintenance records, incident details, and operational reports.
- Communicate technical instructions and solutions to staff and assist users in resolving common IT problems.
- Coordinate with internet service providers, vendors, and technical personnel to restore services and minimize operational disruption.
- Support municipal network infrastructure, servers, backup systems, CCTV/NVR systems, and digital platforms.
- Administer the municipal website and support the accurate publication of official notices, documents, and public information.
- Assist in maintaining the availability, security, and reliability of municipal IT systems and digital services.

TECHNICAL ASSISTANT – ENTERPRISE SUPPORT | Subisu Cablenet Ltd., Nepal

July 2025 – October 2025

- Handled enterprise technical support incidents involving connectivity, network services, and customer-reported technical issues.
- Assessed and prioritized support requests, followed up on incidents, and coordinated resolution within applicable service-level requirements.
- Troubleshot network connectivity issues involving routers, switches, ONUs/CPEs, and LAN/WAN environments.
- Escalated complex incidents to NOC, L2/L3 support, and field teams with relevant troubleshooting information.
- Maintained incident records and communicated service updates to enterprise clients and internal stakeholders.
- Coordinated with technical teams to investigate recurring issues, support service restoration, and maintain service continuity.

EDUCATION

- Bachelor of Information Management (BIM)
- Tribhuvan University
- Asian School of Management and Technology (ASMT)

CGPA: 3.59

TECHNICAL SKILLS

- IT Support and Troubleshooting: Hardware and software troubleshooting, er assistance, incident diagnosis.
- Incident and Service Management: Incident assessment, prioritization, escalation, follow-up, documentation, technical reporting.
- Networking: TCP/IP, LAN/WAN, DNS, DHCP, Wi-Fi, routers, switches, ONUs/CPEs, internet connectivity troubleshooting.
- Systems and Infrastructure: IT asset management, printers and scanners, digital platforms.
- Documentation and Communication: Technical records, operational reports, vendor coordination, stakeholder communication, user guidance.

REFRENCES

Sudeep Regmi
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